

Family profile

Job Family	Providing	Grade	CBG12	Prepared	April 2019
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Family definition	You provide the core support required for the effective operation and delivery of services across the Council which may require technical knowledge and the use of specialist equipment.
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Key outcomes and accountabilities

- High level and wide-ranging customer focused outcomes are delivered in line with specified standards, policies, processes and legislation
- Service delivery is supported with advice, recommendations and decisions that are underpinned by wide ranging information, statistical analysis and monitoring
- Policies, programmes, strategies and performance of a function are fully supported in their implementation and development
- Manager/Council is professionally represented or supported at high level meetings
- Customers are negotiated with, and mediated as appropriate on matters that may be sensitive and conflicting
- Shared goals and outcomes are achieved through working together with a range of customers, and ensuring that they meet their requirements
- Professional/technical documentation is prepared to high standards and is supported with in-depth research and analysis
- The customer is made aware of clear expectations and targets to achieve desired outcomes

Minimum qualification level or equivalent relevant experience	5
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Competency skyline

